



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFA-2021-DLTSS-04-NUTRI

No.	Question	Answer
1.	<p>Section 1 Request for Services, Subsection 1.1 Purpose, Paragraph 1.1.4.</p> <p>Does the requirement to provide services to the entire county also apply to transportation?</p>	<p>Yes. The RFA requires applicants to provide services to eligible individuals in the entire county, which may be accomplished through a subcontract approved by the Department.</p> <p>Applicants must ensure operational approaches include the ability to provide meals and/or transportation to eligible individuals, countywide. For congregate meals, applicants must serve eligible individuals, regardless of where they reside in the county.</p>
2.	<p>Section 1 Request for Services, Subsection 1.1 Purpose, Paragraph 1.1.4.</p> <p>Does serving the entire county mean that the selected applicant must serve every town in the county?</p>	<p>Yes. The RFA requires applicants to provide services to eligible individuals in the entire county, which may be accomplished through a subcontract approved by the Department.</p> <p>Applicants must ensure operational approaches include the ability to provide meals and/or transportation to eligible individuals, countywide. For congregate meals, applicants must serve eligible individuals, regardless of where they reside in the county.</p>
3.	<p>Section 1 Request for Services, Subsection 1.5 Compensation & Contract Value, Paragraph 1.5.7</p> <p>Are the service units in Chart 1.5.7 for the two-year contract period?</p>	<p>Yes.</p>



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4.	Section 1 Request for Services, Subsection 1.7 Mandatory Responses to RFA Questions, Q.2 and Q.3, and Section 1 Request for Services, Subsection 1.8 RFA Evaluation, Paragraph 1.8.2 Will applications only serving portions of the county be disqualified or failed?	Yes. The RFA requires applicants to provide services to eligible individuals in the entire county, which may be accomplished through a subcontract approved by the Department. Applicants must ensure operational approaches include the ability to provide meals and/or transportation to eligible individuals, countywide. For congregate meals, applicants must serve eligible individuals, regardless of where they reside in the county.
5.	Section 2 Notices. Subsection 2.1 Exceptions, Paragraph 2.1.1 Can applicants request exception to the Scope of Services?	No. Exceptions may only be requested to terms and conditions in Form P-37 General Provisions, and Standard Exhibits, for any resulting contracts.
6.	Section 3 Application Process, Subsection 3.3 Application Content, Paragraph 3.3.4. Is proof of any license, certificate or permit required to be submitted with an application?	No.
7.	Section 3 Application Process, Subsection 3.6 Applicant's Questions and Answers, Paragraph 3.6.3 How should questions be submitted for RFA-2021-DLTSS-04-NUTRI?	See Section 3 Application Process, Subsection 3.6 Applicant's Questions and Answers, Paragraph 3.6.3.
8.	Appendix A, Scope of Services, Section 2, Scope of Work, Subsection 2.4, Can selected applicants enter participant information directly into the Department's Options software application instead of submitting Form 3502?	Yes.



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9.	Appendix A, Scope of Services, Section 2, Scope of Work, Subsection 2.12, Paragraph 2.12.4, Subparagraph 2.12.4.1 Please provide clarification on what kind of client feedback you are looking for?	See New Hampshire Administrative Rules He-E 501.12 and He-E 502.11
10.	Appendix A, Scope of Services, Section 2, Scope of Work, Subsection 2.12, Paragraph 2.12.4, Subparagraph 2.12.4.1 Is this client feedback in addition to the current client survey system or the same with a different timeline?	See New Hampshire Administrative Rules He-E 501.13 and He-E 502.11
11.	Appendix A, Scope of Services, Section 2, Scope of Work, Subsection 2.12, Paragraph 2.12.4, Subparagraph 2.12.4.1 Does the Department currently have preferred methods for obtaining client feedback?	The Department will consider methods for obtaining client feedback that are proposed by selected applicants.
12.	Appendix A, Scope of Services, Section 2, Scope of Work, Subsection 2.12, Paragraph 2.12.4, Subparagraph 2.12.4.1 Is it possible to provide everyone with current He-E 501.12 and He-E 502.11 Administrative Rules to ensure we are all referring to accurate up-to-date material?	Hyperlinks to New Hampshire Administrative Rules He-E 501 and He-E 502 are included. See Section 1 Request for Services, Subsection 1.2 Overview, Paragraph 1.2.1, Subparagraph 1.2.1.1 and Subparagraph 1.2.1.2.
13.	Appendix A, Scope of Services, Section 5, Deliverables, Subsection 5.1, Paragraph Can selected vendors submit these forms once per year?	No. See Subsection 5.1.
14.	Appendix B, Application for Service Units Does the request for projected number of miles indicate a split reimbursement model of meals/mileage or trips/mileage?	No. This is a request for an estimate from Applicants. It is not used for reimbursement.



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15.	<p>Appendix C Form P-37, General Provisions and Standard Exhibits, Exhibit K DHHS Information Security Requirements, Section III, Subsection B, Paragraphs 2 and 3</p> <p>Paragraph 2 states, “Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.”</p> <p>Paragraph 3 states, “Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.”</p> <p>Please clarify the requirements for record retention.</p>	<p>Pursuant to New Hampshire Administrative Rule He-E 501.16, Service Records and New Hampshire Administrative Rule He-E 502.15, Service Records, record retention for services is four (4) years.</p>
16.	<p>Appendix F</p> <p>If services are being provided by another organization in a community, does the selected vendor have to provide services to that town?</p>	<p>Yes. The RFA requires applicants to provide services to eligible individuals in the entire county, which may be accomplished through a subcontract approved by the Department.</p> <p>Applicants must ensure operational approaches include the ability to provide meals and/or transportation to eligible individuals, countywide. For congregate meals, applicants must eligible individuals, regardless of where they reside in the county.</p>